Multimedia Call Center

Set Up and Operation Guide

**NØRTEL
NETWORKS™**

Multimedia Call Center Set Up and Operation Guide

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Contents

Chapter 1
About Multimedia Call Center

This guide assists a Call Center administrator with installing and configuring Multimedia Call Center for Nortel Networks Business Communications Manager 2.5.

In this document the server that Multimedia Call Center is installed on is referred to as "voicebutton.<domain>"
where:

- <domain> is the domain name of the business, for example nortelnetworks.com
- "voicebutton" is the host name of the server within the domain.

The server is usually called "voicebutton", although any unique hostname within the domain is acceptable.

Overview of Multimedia Call Center

With Multimedia Call Center agents and callers can have multimedia calls that include:

- speaking over a Public Switched Telephone Network (PSTN) voice connection
- text chatting
- exchanging and viewing web pages
- viewing screen captures sent by an agent

How Multimedia Call Center works for callers

When callers on a website click a voice button html image the "Call setup page for first-time callers" on page 40 appears for first-time callers, or the "Call setup page for subsequent callers" on page 41 appears for subsequent callers.

In the call setup page callers specify their calling preferences. Callers can access the media types based on their needs and resources. Callers with separate data and PSTN voice lines can have a PSTN voice call while they view, receive or even send web pages to agents. For information on Multimedia Call Center call types see "Multimedia Call Center call types" on page 8.

After a caller specifies their preferences, the voice button call enters the Call Center. Based on the rules created by the Call Center Administrator, the request for an agent is sent to the appropriate skillset. If an agent is not immediately available, the caller can receive periodic html messages (web refresh). The Call Center Administrator programs these messages. The messages can thank callers for their interest, inform them that there are no agents currently available, and tell them that they will be connected to the first available agent.

When the call is answered by an agent, the "The Multimedia Call Center caller interface" on page 6 appears in the caller's web browser.

The Multimedia Call Center caller interface

The caller interface has two windows. The first window lets the caller control the progress of the call. The second window displays Multimedia Call Center messages and the web pages that an agent sends to the caller.

Opens the text chat interface   Ends the call   Displays the agent's name

Sends the web page to the agent

Opens the call setup page
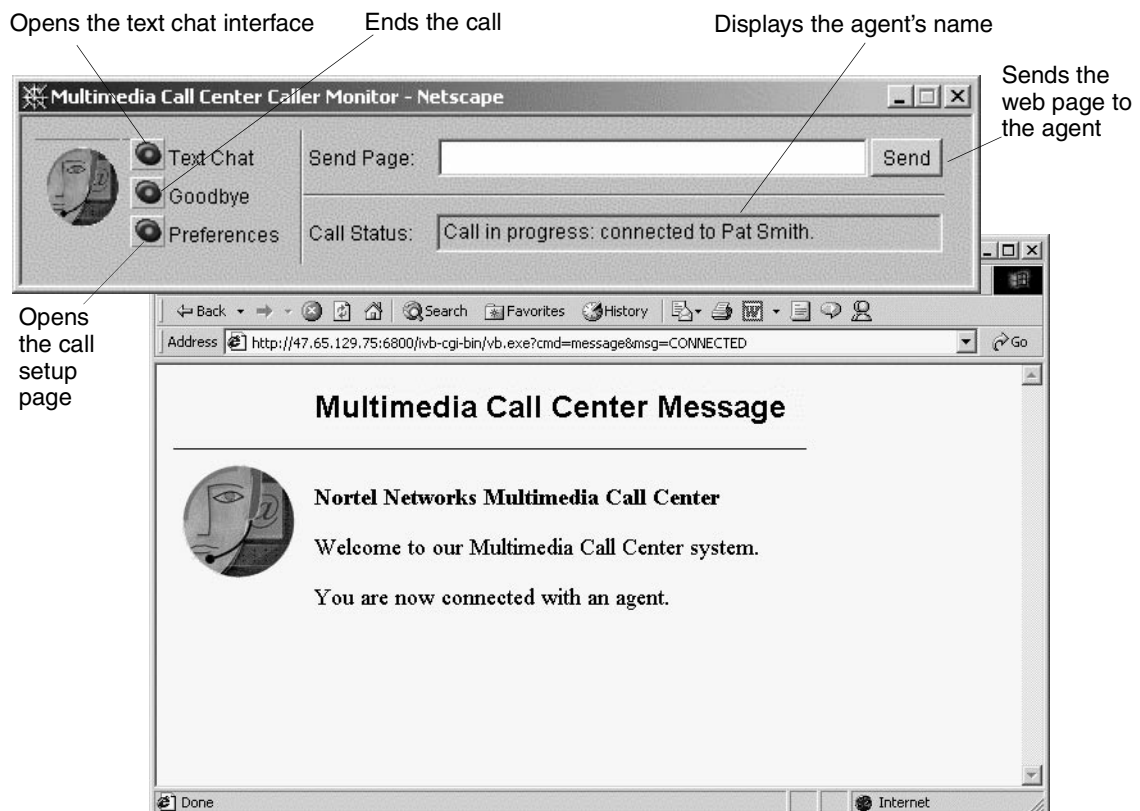
How Multimedia Call Center works for agents

The Multimedia Call Center agent interface has two windows. The first window lets an agent control the progress of the call. The second window displays the Multimedia Call Center web pages that the agent sends to a caller, or that a caller sends to them.

The Multimedia Call Center agent interface

Initiates a text chat with the caller

Takes a screen capture of a web page, window, desktop, etc.

Controls whether web pages clicked by the agent are sent to the caller

Shows the url of the web page the caller clicked the voice button on

Shows the name and phone number the caller specified in the Call Setup page

Displays in the second window the web page the caller clicked the voice button on

Opens Help

Ends the browser session

Blocks a caller

Contains a preset list of web pages

Multimedia Call Center call types

PSTN voice and data calls

Callers with a PSTN voice connection and a data connection, and callers with only a data connection can have a multimedia session with a Multimedia Call Center agent.

PSTN voice and data calls use agent-centric routing.

Agent-centric call	After a caller clicks voice button the Call Center phones the caller when an agent is available. The Call Center then connects the call to the agent.

How an agent-centric PSTN voice and data call works

For this type of call, the caller has a separate PSTN voice and internet connection, and is not using their telephone.

1   The caller clicks the voice button icon on a web page.

2   The call setup page "Call setup page for first-time callers" on page 40 appears for first-time callers. If the caller is not a first-time caller, step 4 occurs.

3   The caller enters their phone number, name and area code. The caller can specify that their call is:

- by browser only (a text chat with an agent)
- by phone and browser (a PSTN voice call and text chat with an agent)

4   A request for an agent is sent over the IP network to the call center.

5   While the caller is waiting web refresh html pages are displayed in their browser that correspond to the announcement they would hear if they were on a PSTN voice call. A new web page can be pushed for every Call Center announcement.

6   When a Multimedia Call Center agent becomes available, the caller's phone rings.

7   The caller answers the call.

8   The Call Center routes the PSTN voice portion of the call to the Multimedia Call Center agent. The agent's set rings and displays "www" to signify that the call is a voice button call.

9   The agent answers the call on their set and the agent's and the caller's audio path are connected, and the agent and caller's web pages are synchronized. "The Multimedia Call Center agent interface" on page 7 appears in the agent's browser and the "The Multimedia Call Center caller interface" on page 6 appears in the caller's browser.

10 The agent pushes appropriate web pages to the caller. The agent can have a text chat session with the caller. Text chat is controlled by the monitor parameter.

Data only call

For this type of call, the caller needs an Internet connection. A data only call can include text chat and pushed web pages.

How a data only call works

1 The caller clicks the voice button icon on a web page.

2 While the caller is waiting web refresh html pages are displayed in their browser that correspond to the announcement they would hear if they were on a PSTN voice call. A new web page can be pushed for every Call Center announcement along with information such as the number of agents in the skillset and the number of calls in the skillset. For a full list of CGI parameters see the *Multimedia Call Center Web Developer Guide*.

3 When a Multimedia Call Center agent is available "The Multimedia Call Center agent interface" on page 7 appears in the agent's browser and notifies the agent that they have a call.

4 "The Multimedia Call Center caller interface" on page 6 appears in the caller's browser.

5 The agent pushes appropriate web pages to the caller. The agent can have a text chat session with the caller.

Using CallPilot Manager to set up Multimedia Call Center

You set up Multimedia Call Center using CallPilot Manager, the web-based administration tool. You access CallPilot Manager on a web browser from a computer on your network.

System requirements

Before you use CallPilot Manager to set up Multimedia Call Center, you must have your Business Communications Manager 2.5 system configured and Professional Call Center installed. For how to enable a software authorization code, refer to "Enabling a Software Authorization Code" on page 13.

Computer requirements

The computer you use to run CallPilot Manager must have:

- WinNT or Windows workstation running P133 or later CPU (or compatible)
- 64 MB RAM, 10 MB disk space
- Minimum screen resolution of 1024 X 768 pixels

Browser requirements

To use CallPilot Manager you must have:

- Java Virtual Machine 5.0 (build 5.0.0.3188 or later)
- either Microsoft Internet Explorer 4.0 or later, or Netscape Communicator 4.0.5 or later, but not Netscape 6.0

If you use Netscape Communicator, set the following parameters:

- Enable Java: on
- Cached document comparison: every time
- If you use Netscape Communicator version 4.77 and not all the Call Center settings shown in this guide appear in your browser, refresh the browser by clicking the View menu and clicking Reload. If you still cannot view the settings, upgrade your browser.

If you use Microsoft Internet Explorer, set the following parameters:

- Check for newer versions: every visit to the page
- Java JIT compiler enabled: on

For more information about these settings, refer to your web browser online Help.

For more information about using CallPilot Manager or Nortel Networks Call Center, refer to the *CallPilot Manager Set Up and Operation Guide* and the *Nortel Networks Call Center Set Up and Operation Guide*.

How to get help

USA and Canada

Authorized Distributors - ITAS Technical Support

Telephone:
1-800-4NORTEL (1-800-466-7835)
If you already have a PIN Code, you can enter Express Routing Code (ERC) 196#.
If you do not yet have a PIN Code, or for general questions and first line support, you can enter ERC 338#.

Website:
http://www.nortelnetworks.com/itas/

email:
naitas@nortelnetworks.com

Presales Support (CSAN)

Telephone:
1-800-4NORTEL (1-800-466-7835)
Use Express Routing Code (ERC) 1063#

EMEA (Europe, Middle East, Africa)

Technical Support - CTAS

Telephone:
00800 800 89009 or 33 4 9296 1341

Fax:
33 49296 1598

email:
emeahelp@nortelnetworks.com

CALA (Caribbean & Latin America)

Technical Support - CTAS

Telephone:
1-954-858-7777

email:
csrmgmt@nortelnetworks.com

APAC (Asia Pacific)

Technical Support - CTAS

Telephone:
+61 388664627

Fax:
+61 388664644

email:
asia_support@nortelnetworks.com

Chapter 2
Setting up Multimedia Call Center

About setting up Multimedia Call Center

Setting up Multimedia Call Center involves:

- Enabling a Software Authorization Code
- Setting Multimedia Call Center parameters
- Assigning routing to Multimedia Call Center calls
- Setting the Maximum Outcalling Channels
- Assigning an outgoing line to a line pool
- Creating a Multimedia Call Center dial plan
- How Multimedia Call Center calls work with Routing Tables

Enabling a Software Authorization Code

You enable Multimedia Call Center by enabling the Multimedia Call Center software authorization code on the Business Communications Manager 2.5 Unified Manager. You must have Professional Call Center installed before you can install Multimedia Call Center.

To enable a software authorization code

1 Point your web browser to the URL
http://voicebutton.<domain>:6800
where <domain> is the domain name of Business Communications Manager 2.5.
The Business Communications Manager 2.5 Unified Manager screen appears.

2 Click the **Configure** button.
The Login screen appears.

3 In the **User ID** box type your user ID.
The default user ID is *supervisor*.

4 In the **Password** box type your password.
The default password is *visor*.

5 Click the **Login** button.
The Unified Manager screen appears.

6 Click the **System** key.

7 Click the **Licensing** heading.
The Licensing Setting screen appears.

8 On the **Configuration** menu click **Add a Keycode**.
The Applied Keycodes screen appears.
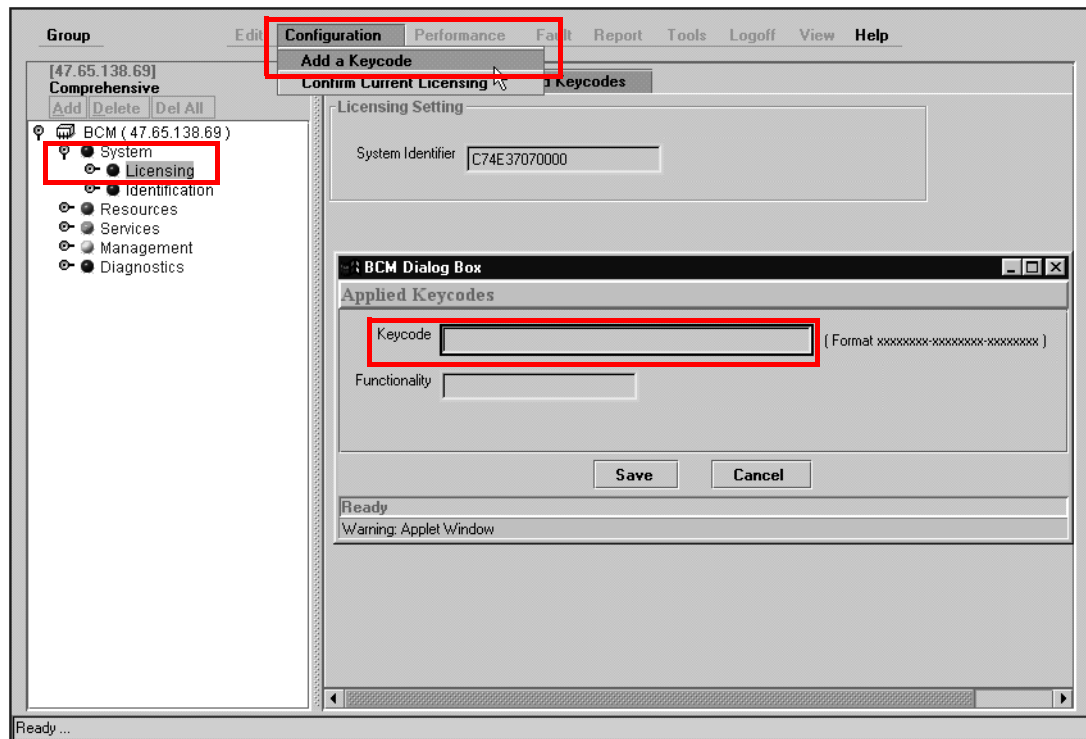
9 In the **Keycode** box type the number of the keycode you want to enable.

10 Click the **Save** button.

11 Do not log off Business Communications Manager 2.5.
Go to "Setting Multimedia Call Center parameters" on page 15.

Setting Multimedia Call Center parameters

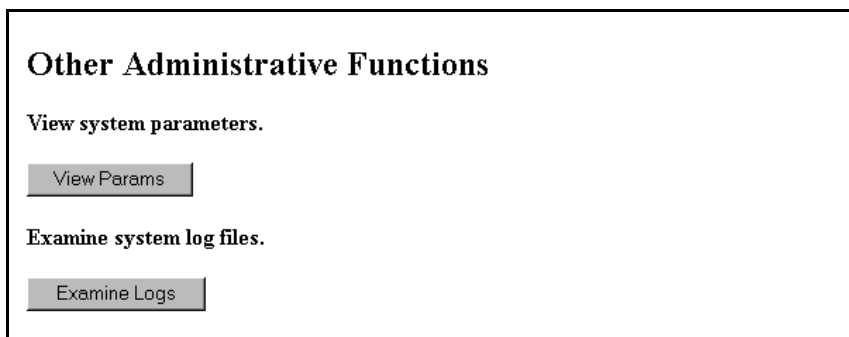You must set the system name, public host name, signature, and how long the log files are kept.

To set Multimedia Call Center parameters

1 On the Unified Manager, click the **Services** key.

2 Click the **Voice Button** heading.
The Voice Button screen appears.

3 On the **Tools** menu click **Voice Button Admin**.
The Enter Network Password dialog box appears.
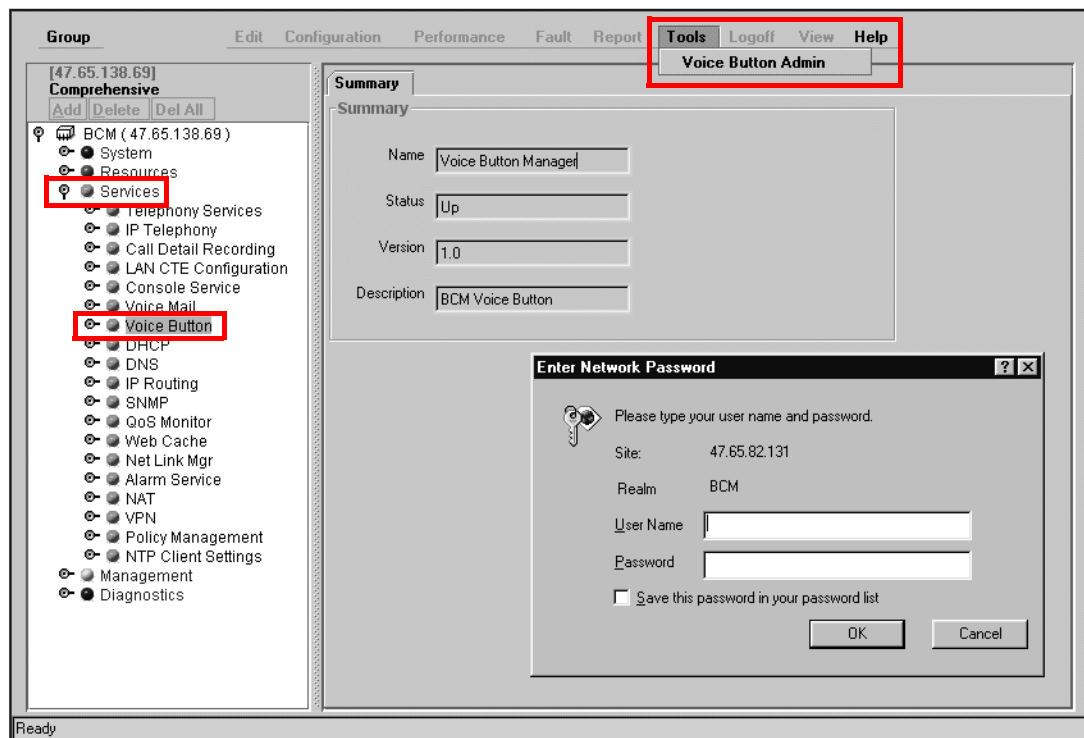
4 In the **User Name** box type your user name.
The default user name is *supervisor*.

5 In the **Password** box type your password.
The default password is *visor*.

6 Click the **OK** button.
The System Administration page appears.
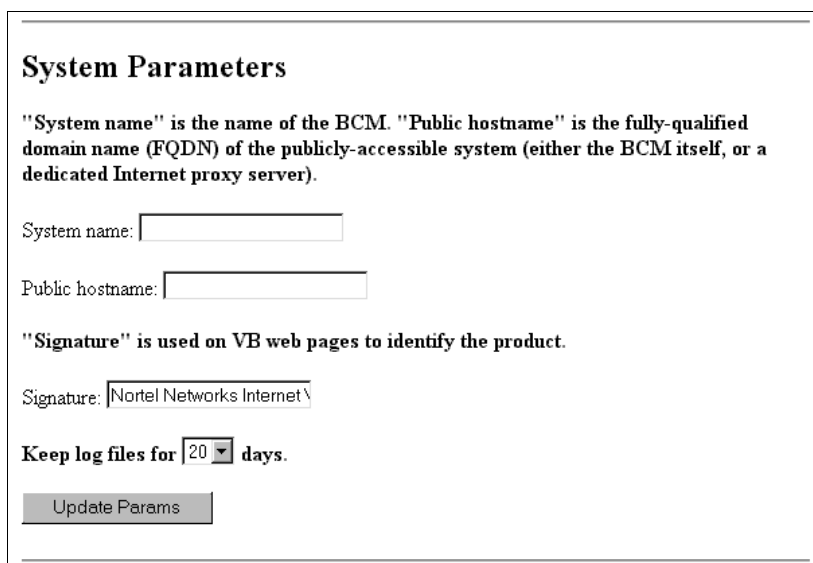
Other Administrative Functions

View system parameters.

[View Params]

Examine system log files.

[Examine Logs]

7 Under the **Other Administrative Functions** heading, click the **View Params** button.
The System Parameters page appears.

System Parameters

"System name" is the name of the BCM. "Public hostname" is the fully-qualified
domain name (FQDN) of the publicly-accessible system (either the BCM itself, or a
dedicated Internet proxy server).

System name: [   ]

Public hostname: [   ]

"Signature" is used on VB web pages to identify the product.

Signature: [Nortel Networks Internet V]

Keep log files for [20 ▼] **days.**

[Update Params]

8 In the **System name** box type the host name of your Business Communications 2.5 system.

9 In the **Public host name** box type the appropriate public host name for your system. Ask your network administrator how your system is set up.

  • If you have no firewall, or you use Business Communications Manager 2.5 as the firewall, enter the external IP address of your Business Communications Manager system.

  • If you use a dedicated firewall/proxy server, enter its external IP address.

10 In the **Signature** box enter the signature you want to use. The signature is a tag that appears on Unified Manager pages for Multimedia Call Center. The default signature is Nortel Networks Internet Voice Button. You can change the signature.

11 From the **Keep log files for** list box, select how long you want to keep log files. The default is 20 days.

12 Click the **Update Params** button.
A message appears that the parameters are updated.
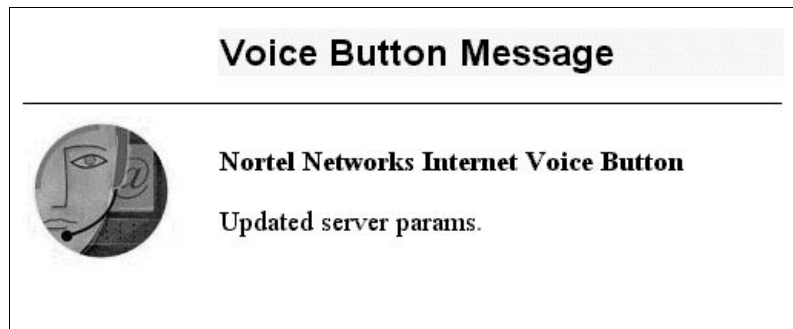
13 Do not log off Business Communications Manager 2.5.
Go to "Assigning routing to Multimedia Call Center calls" on page 18.

# Assigning routing to Multimedia Call Center calls

You must assign how Multimedia Call Center calls are routed. The callback number information for a Multimedia Call Center call can be used to move the call to another skillset or change the call's priority within the skillset. The multimedia callback number is processed by the CLID column.

> ➡ **Note:** The skillset defined in the html tag is used unless there is an overriding rule in the CLID/DNIS table.

To assign routing to Multimedia Call Center calls

1   On the Unified Manager, click the **Services** key.

2   Click the **Voice Mail** heading.
The Voice Mail screen appears.

3   On the **Tools** menu click **CallPilot Manager Admin**.
The Administration Login screen appears.
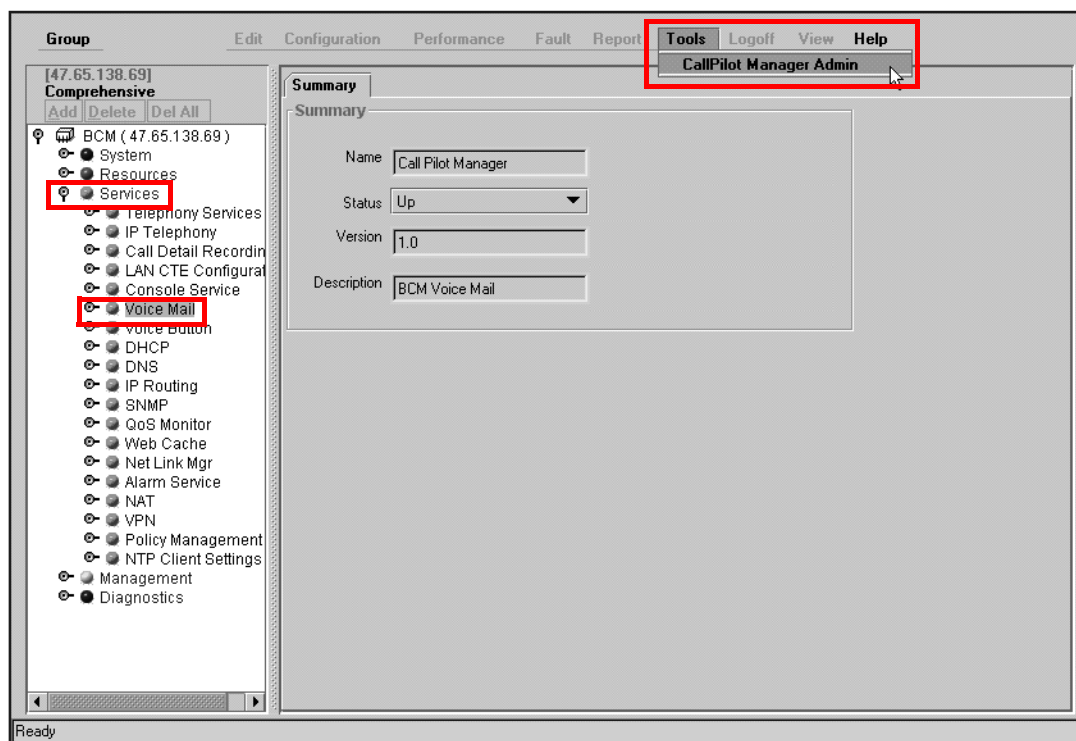
4   In the **Password** box type your system administrator password.

5 Click the **Submit** button.
The CallPilot Manager screen appears.

6 Click the **Call Center** heading.

7 Click the **CLID/DNIS Routing Table** link.
The Intelligent CLID/DNIS Routing page appears.

8 Click the **Insert** link to assign how Multimedia Call Center calls are routed.
The CLID/DNIS Setup page appears.

CLID/DNIS Setup

Line:	
CLID/ANI:	
DNIS:	
Voice Button:	☐

Action:
○ Move to Skillset: [1 ▼]
○ Change Call Priority Only
New Call Priority: [No Change ▼]

[Submit] [Cancel]

9 Select how you want Multimedia Call Center calls to be routed:
  • If you want Intelligent CLID/DNIS routing to apply to Multimedia Call Center calls, select the **Voice Button** check box and do not enter information in the Line or DNIS boxes.
  • Select the action and call priority.
  • Click the **Submit** button.
    The Intelligent CLID/DNIS Routing page appears.
    The routing rule you created appears in this table.

    The CLID/DNIS Routing table below shows two examples of Multimedia Call Center rules.

Intelligent CLID/DNIS Routing

Line	CLID/ANI	DNIS	Action	Commands		
-	4021		Priority 1	Insert	Change	Delete
-	4053		Skillset 3	Insert	Change	Delete
Voice Button	4033		Skillset 1	Insert	Change	Delete
Voice Button	*		Skillset 2	Insert	Change	Delete
End				Insert		

- • In the first rule, Multimedia Call Center calls that have a CLID that starts with 4033 are routed to skillset 1.
- • In the second rule, all other Multimedia Call Center calls that do not match 4033 are routed to skillset 2. You can use the wildcard character (*) for Multimedia Call Center rules. If, for example, you want to program all Multimedia Call Center calls from a specific area code such as 403 to have a high priority and go to skillset 1, select Voice Button, enter 403* and select priority 1 and skillset 1.

10 Do not log off CallPilot Manager.
Go to "Assigning a callback route for Multimedia Call Center" on page 22 and assign a callback route.

Assigning a callback route for Multimedia Call Center

A callback route must be set up for Call Center to connect to the caller's phone. You can program the callback route on a per skillset basis by programming the skillset mailbox, or on a system-wide basis by using the system administration mailbox. The callback route is determined as follows:

- If you program a skillset to have a callback route associated with it, Multimedia Call Center uses the callback route that you have programmed.

- If you do not program a skillset to have a callback route, but you program the system administration mailbox to have a callback route associated with it, Multimedia Call Center uses the callback route that you have programmed.

- If you do not program a skillset or the system administrator mailbox to have a callback route, Multimedia Call Center uses Pool A.

To assign a callback route for a skillset or the System Administrator mailbox

1 On CallPilot Manager, click the **Mailbox Administration** heading.
The Mailbox List page appears.

2 Click the **Change** link for the mailbox that you want to assign a callback route to, either the system administrator mailbox or the skillset mailbox.

3 Select an Outdial Type and, if necessary, set the line or pool number to the values you want to use for the Outdial route. For more information on Outdial type, refer to the *CallPilot Manager Set Up and Operation Guide*.

4 Do not log off.
Go to "Setting the Maximum Outcalling Channels" on page 23.

Setting the Maximum Outcalling Channels

When you install Multimedia Call Center on your system, set the Maximum Outcalling Channels to a value higher than 1. The default number of voice channels assigned for outcalling is 1. Also, to ensure that the Outcalling Channels do not consume all the available voice channels, set the minimum number of voice ports to a number higher than the Outcalling Channels. For information on how to change the minimum number of voice ports refer to the MSC Configuration chapter of the *Business Communications Manager 2.5 Programming Operations Guide*.

If you do not set the Maximum Outcalling Channels to higher than one, callers see the "Server busy message" on page 45.

1 On CallPilot Manager, click the **Configuration** heading.

2 Click the **System Properties** link.
The System Properties page appears.

3 In the **Max Outcalling Channels** box type a value higher than 1.

4 Click the **Submit** button.

5 You can log off CallPilot Manager and return to Unified Manager.
Do not log off Unified Manager. Go to "Assigning an outgoing line to a line pool" on page 24.

Assigning an outgoing line to a line pool

You must assign an outgoing line to a line pool so that Multimedia Call Center accepts callback calls. In this example, a line is assigned to Pool A.

To assign an outgoing line to a line pool

1 On a telset, enter ⌂ 9 8 5 to display the Voicemail DN.

2 On the Unified Manager screen, click the **Services** key.

3 Click the **Telephony Services** key.

4 Click the **System DNs** key.

5 Click the **All System DNs** key.

6 Click the key for the Voicemail DN.

7 Click the **Line access** heading.

8 From the **Prime Line** list box select **Pool A**.
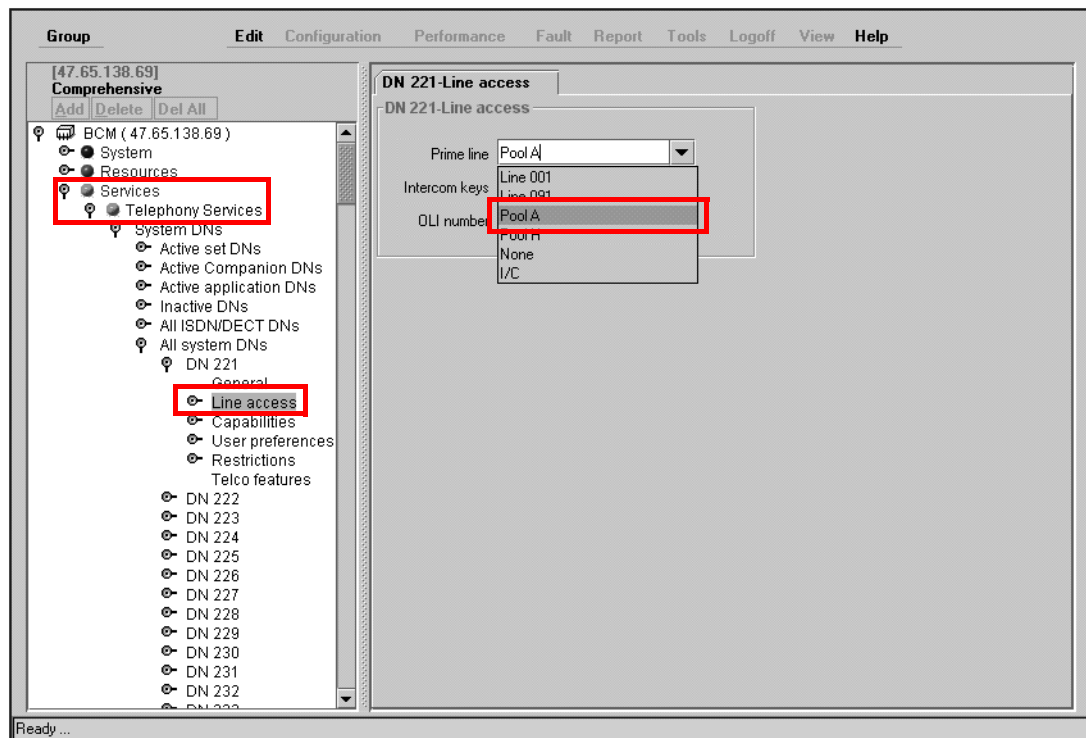
9 Click the **General Settings** key.

10 Click the **Access Codes** key.

11 Click the **Line pool codes** key.

12 Click the **Pool A** heading.
The Pool A screen appears.

13 Make sure that Access code is set to **9**.
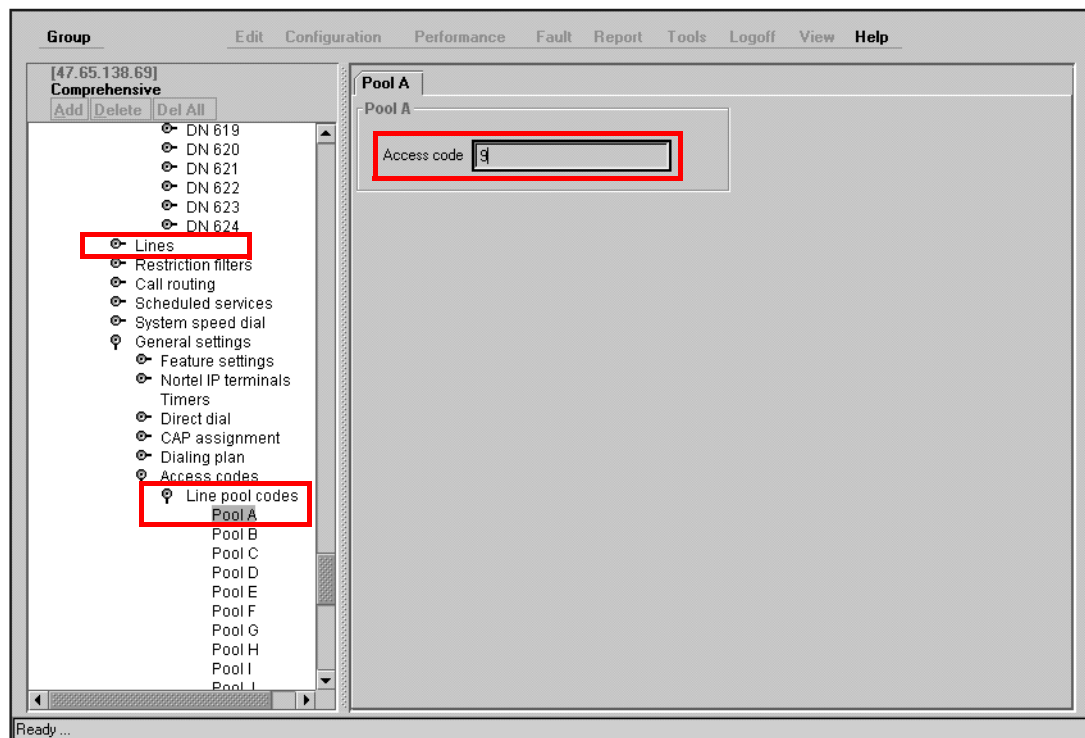
14 Click the **Lines** key and click the key for the number of the line you want to use for outdialing.

15 Click the **Trunk/line data** heading.
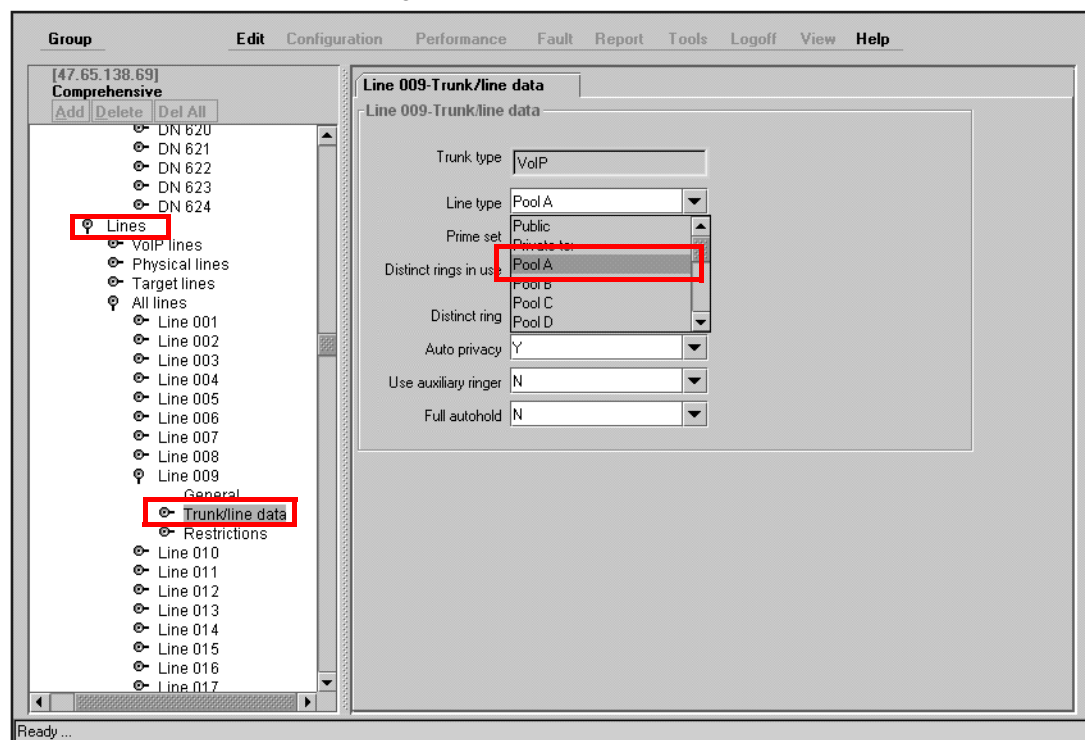
16 In the **Line type** list box make sure that **Pool A** is selected.
Do not log off. Go to "Creating a Multimedia Call Center dial plan" on page 26.

Creating a Multimedia Call Center dial plan

You can create a callback dial plan that restricts Multimedia Call Center from calling certain numbers. When you create a dial plan you add restrictions to the lines that Business Communications Manager 2.5 uses for callback.

You add the restrictions to the Voicemail DN. You can display the Voicemail DN by entering ⌂ 9 8 5 on a set.

➡ **Note:** If you add a restriction to the Voicemail DN you also restrict all outcalling calls, including external transfers from CCR Trees, Off-premise Message Notification and Outbound Transfers.

To add a restriction to the Business Communications Manager system

1 Click the **Restriction filters** key.

2 Click the key for the filter you want to add a restriction to.

3 Right-click the **Restrictions** heading and click **Add**.
   The Add Restrictions dialog box appears.
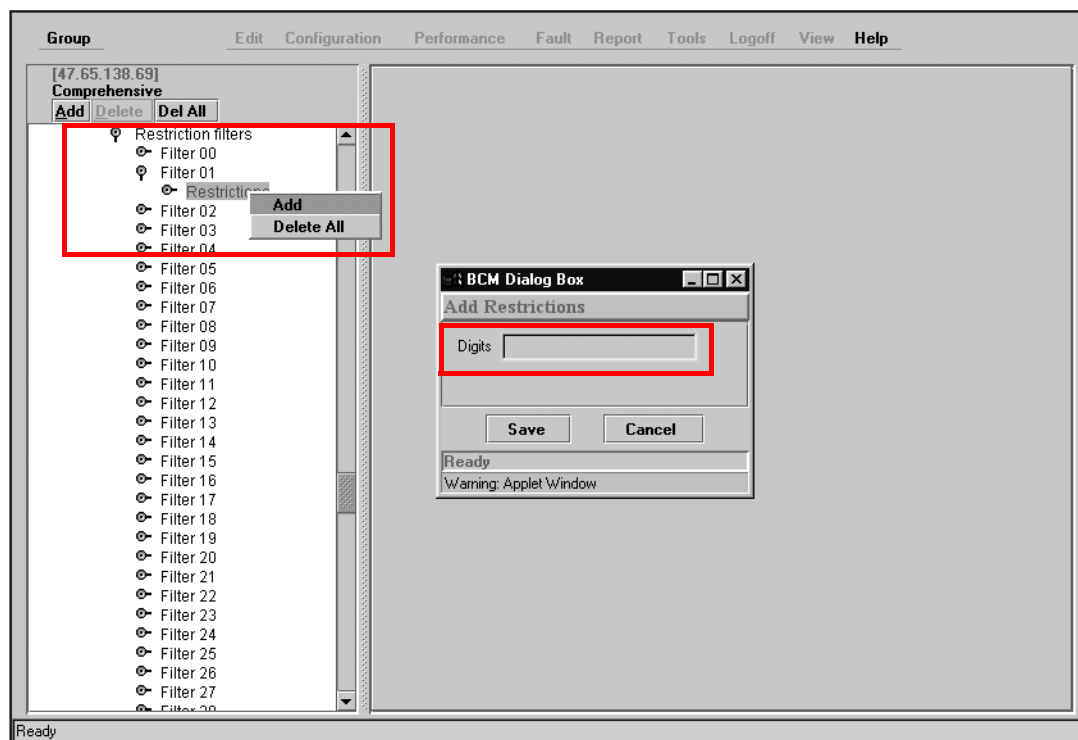
4 In the **Digits** box, type the digits you want to restrict and click the **Save** button.

5 Click the **Services** key.

6 Click the **Telephony Services** key.

7 Click the **System DNs** key.

---

8 Click the **All system DNs** key.

9 Click the key for the Voice Mail DN.

10 Click the **Restrictions** key.

11 Click the **Set Restrictions** key.

12 Click the **Schedules** key.

13 Click the **Normal** heading.
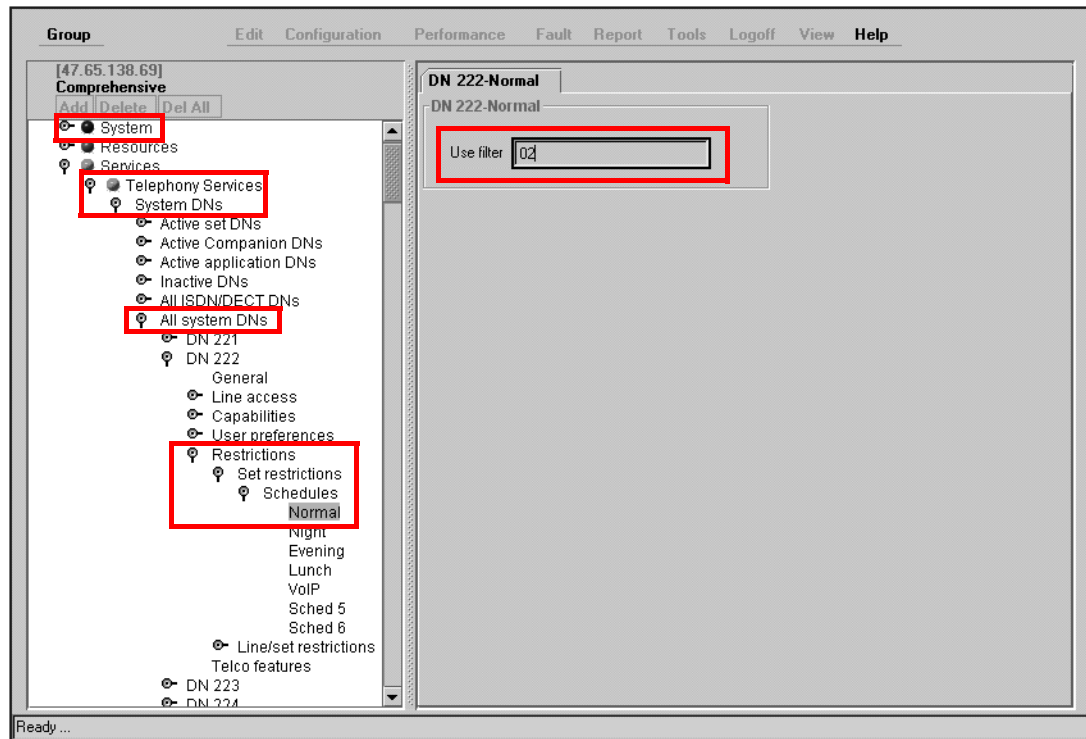
14 In the **Use filter** box type the filter number. The default restriction filter is 02.

For more information on programming dialing plans and filters refer to the "Configuring Business Communications Manager 2.5 Services" section of the *Business Communications Manager 2.5 Programming Operations Guide*.

How Multimedia Call Center calls work with Routing Tables

When you set up your Call Center, you create Day and Night Routing Tables for each skillset. To route Multimedia Call Center calls effectively, you must understand how routing steps affect Multimedia Call Center calls.

For example, you can set up the Night Routing Table so that when your Call Center is closed, Multimedia Call Center calls will transfer to a mailbox or another number.

Before a Multimedia Call Center call is connected to an agent, these Intelligent Overflow actions disconnect the call in the caller's browser and display a message to the caller:

- transfer to Skillset mailbox
- transfer to external or internal DN
- transfer to Automated Attendant
- transfer to Operator

Before a Multimedia Call Center call is connected to an agent, these actions route the call as expected:

- Overflow to other skillsets
- Move to another skillset
- Change priority of call

For information about setting up Day and Night Routing Tables, refer to the *Nortel Networks Call Center Set Up and Operation Guide*.

Chapter 3
Multimedia Call Center agents

Setting up Multimedia Call Center agents

Setting up Multimedia Call Center agents involves:

- Enabling Multimedia Call Center agents
- Adding Multimedia Call Center agents to Call Center
- Installing Multimedia Call Center software on an agent's computer
- Configuring an agent's server settings

Enabling Multimedia Call Center agents

With the Nortel Networks Multimedia Call Center Software Authorization Code you can enable all your Call Center agents as Multimedia Call Center agents. If you need more agents, you can purchase additional agent Software Authorization Codes that enable an additional 1, 4, 8, 16 or 32 agents.

To enable Multimedia Call Center agents

1 Follow the steps in "Enabling a Software Authorization Code" on page 13 to apply the Call Center Agent Software Authorization Code for the number of agents you want to enable.

2 Do not log off Business Communications Manager 2.5.
Follow the steps in "Adding Multimedia Call Center agents to Call Center" on page 30 to add Multimedia Call Center agents to Call Center.

Adding Multimedia Call Center agents to Call Center

To add Multimedia Call Center agents to Call Center

1 On the Unified Manager, click the **Services** key.

2 Click the **Voice Mail** heading.
The Voice Mail screen appears.

3 On the **Tools** menu click **CallPilot Manager Admin**.
The Administration Login screen appears.
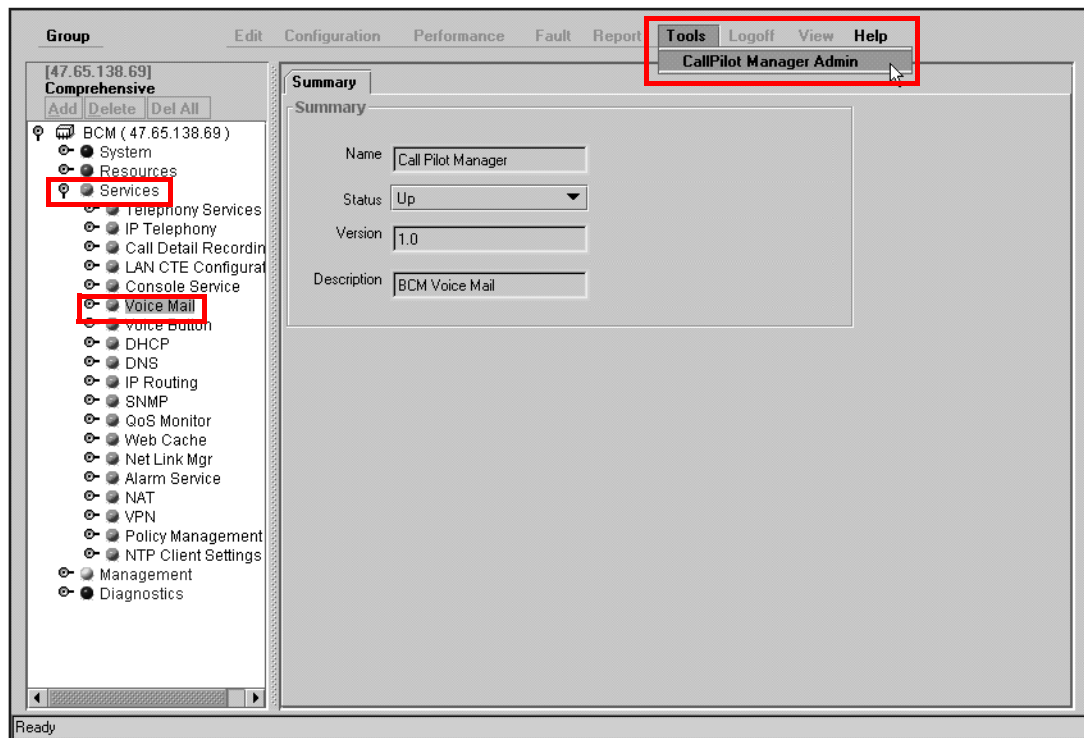
4 In the **Password** box type the system administrator password.

5 Click the **Submit** button.
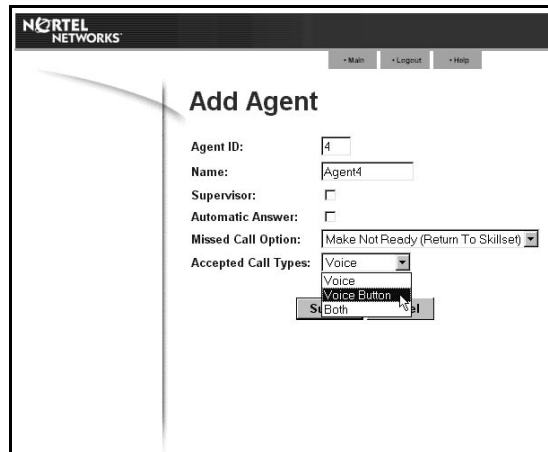The CallPilot Manager Main page appears.

6   Click the **Call Center** heading.

7   Click the **Agent List** link.
       The Agent List page appears.

8 Add a new Multimedia Call Center agent to the Call Center or change a Call Center agent's settings:

- If the agent has been added to Call Center and you want to enable them as a Multimedia Call Center agent, click the **Change** link for the agent.
The Change Agent page appears.

- If the agent has not been added to Call Center and you want to add a new agent as a Multimedia Call Center agent, click the **Add** button.
The Add Agent page appears.

9 From the **Accepted Call Types** list box select whether the agent takes voice button calls or Call Center and voice button calls. See "Accepted Call Types" on page 34 more information.

- Select **Voice Button** if you want the agent to take voice button calls.
- Select **Both** if you want the agent to take voice button and Call Center calls.

10 Click the **Submit** button.

Adding more than one agent

You can save time by adding more than one agent at a time. When you add multiple agents, the
agents have the default agent name and parameters.

To add more than one agent

1   Start CallPilot Manager.

2   Click the **Call Center** heading.

3   Click the **Add Many Agents** link.
The Add Many Agents page appears.

4   In the **From** box type the lowest agent ID number of the agents you want to create.

5   In the **To** box type the highest agent ID number of the agents you want to create.
The Agent ID numbers you enter must be between 1 and 250.

6   Select the **Supervisor** check box if you want the agents to have Supervisor status.

7   Select the **Automatic Answer** check box if you want calls to be force-delivered to the agents.

8   From the **Missed Call Option** list box select Make Not Ready (Return to Skillset) or
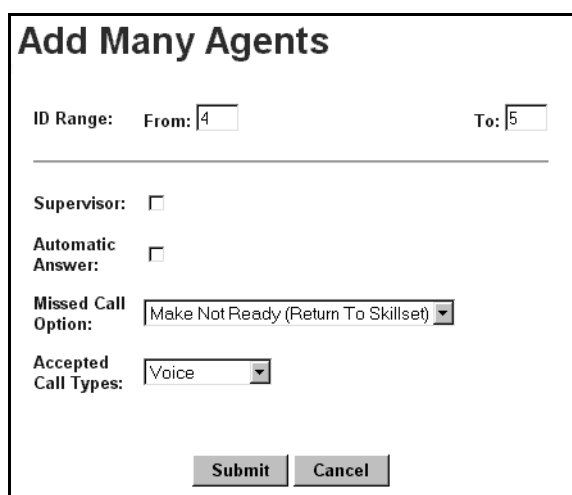Automatic Logout.

9   From the **Accepted Call Types** list box select whether the agent takes voice button calls or
Call Center and voice button calls. See "Accepted Call Types" on page 34 more information.

   •   Select **Voice Button** if you want the agent to take voice button calls.

   •   Select **Both** if you want the agent to take voice button and Call Center calls.

10 Click the **Submit** button.

> **Note:** Any agents who have an agent ID number that is between the numbers you enter
> in the From and To boxes are not changed. These agents are not included in the number
> of agents added.

Accepted Call Types

The Accepted Call Types parameter determines what type of calls are routed to an agent. This parameter also determines whether an agent must log onto a telephone, Multimedia Call Center or both. This table shows what capabilities agents have depending on their Accepted Call Types and what they are logged onto.

An agent with the Accepted Call Type	Is the agent logged on to a telephone?	Is the agent logged onto Multimedia Call Center?	Can the agent have voice calls?	Can the agent have phone and browser Multimedia Call Center calls?	Can the agent have browser only Multimedia Call Center calls?
Voice	No	Not permitted	No	-	-
	Yes	Not permitted	Yes	-	-
Voice Button	No	No	-	No	No
	No	Yes	-	No	Yes
	Yes	No	-	No	No
	Yes	Yes	-	Yes	Yes
Both	No	No	No	No	No
	No	Yes	No	No	No
	Yes	No	No	No	No
	Yes	Yes	Yes	Yes	Yes

Installing Multimedia Call Center software on an agent's computer

You must install and configure the Multimedia Call Center software on the computer of each Multimedia Call Center agent.

Requirements for agents using Multimedia Call Center

To use Multimedia Call Center, agents must have:

- Internet Explorer 5.5 or later
- any of these operating systems: Windows 95B, Windows 98SE, Windows NT4 SP5 (or later), Windows 2000, Windows ME or Windows XP
- a Pentium II processor at 233MHz, minimum (Pentium III at 500MHz or higher recommended)
- 64 MB of RAM, minimum (128 MB or higher recommended)
- 30 MB of free hard drive space
- a network card and an Internet connection

To install Multimedia Call Center software on an agent's computer

1   On the agent's computer, point the web browser to the URL
http://voicebutton.<domain>:6800
where <domain> is the domain name of Business Communications Manager 2.5.
The Business Communications Manager 2.5 Unified Manager screen appears.


2   Click the **Install Clients** button.
The Download Client Applications page appears.

3   In the left frame, under the **Call Center Applications** heading, click the **Multimedia Call Center** link.

> → **Note:** You must install Java Runtime Environment (JRE) before you download Multimedia Call Center to the agent's computer.

4 Click the **http://javasoft.com** link and download JRE.
The File Download dialog box appears.
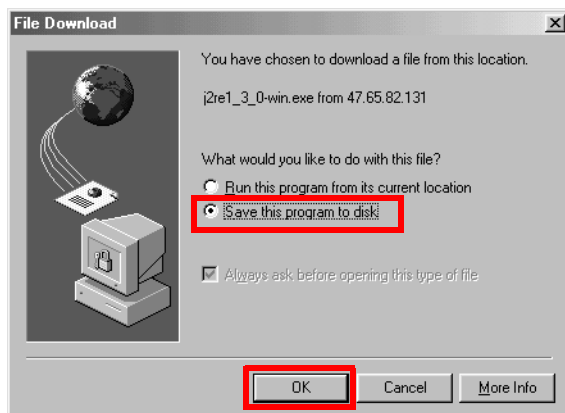
5 Click the **Save this program to disk** option and then click the **OK** button.
The Save As dialog box appears.

6 Navigate to where you want to download the file to and click the **Save** button.

7 Locate the downloaded file and double-click the icon to install Java Runtime Environment.

8 On the **Download Desktop Applications** page, click the **Download Multimedia Call Center** button.
The File Download dialog box appears.

9 Click the **Save this program to disk** option and then click the **OK** button.
The Save As dialog box appears.

10 Navigate to where you want to download the file to and click the **Save** button.

11 Locate the downloaded file and double-click it to unzip it and install the Agent Notification software on the agent's computer. We recommend you install the software in C:\Program Files\Nortel Networks\Voice Button Agent Notification.

Configuring Multimedia Call Center on a Windows 95 system

Download this patch for each Multimedia Call Center agent who uses the Windows 95 operating system on their computer. This patch upgrades the agent's WinSock32 to version 4.10.1656.

To download the patch

1 On the agent's computer point the web browser to the Microsoft website at http://www.microsoft.com

2 Search for **Windows Socket 2 Update**.

3 Download the patch and follow the installation instructions.

Configuring an agent's server settings

To configure an agent's server settings

1 To start the Multimedia Call Center software on the agent's computer, click the **Start** button, point to **Programs**, point to **Internet Voice Button** and click **Agent Notification**.
The Agent Login/Logout dialog box appears.

2 On the **Options** menu click **Server Setup**.
The Server Setup dialog box appears.
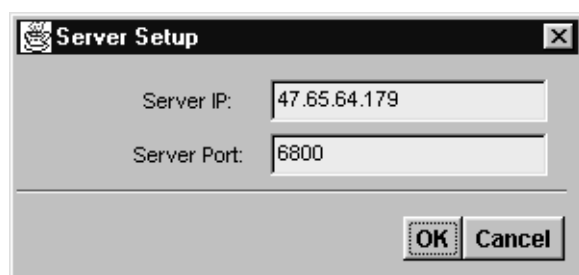
3 In the **Server IP** box type the IP address of the voice button server.

4 In the **Server Port** box type the port number.
The default port number is 6800.

5 Click the **OK** button.

Chapter 4
Multimedia Call Center messages

About Multimedia Call Center messages

Multimedia Call Center messages are messages that are sent from a business' web site to customers, contacts, or surfers that have contacted the business.

These messages assist customers in making contact with the business, give customers choices in the type of media they use to contact the business, and provide updates about the progress of the call.

You or your web developer can:

• customize the default Multimedia Call Center message templates
• create lists of web pages that Multimedia Call Center agents push to callers

For information on:

• default Multimedia Call Center messages see "Multimedia Call Center message templates" on page 39
• customizing messages see "Customizing web pages" on page 47
• uploading web pages see "Uploading web pages" on page 48
• creating and distributing lists of web pages see "Creating and distributing web page lists" on page 50

Multimedia Call Center message templates

You can customize the message templates that are included with Multimedia Call Center.

The message templates are located on Business Communications Manager 2.5 in:

• C:\Program Files\Nortel Networks\Voice Button\html
• C:\Program Files\Nortel Networks\Voice Button\html\adm

Call setup page for first-time callers

First-time callers see this html form when they click the voice button.

CALL_SETUP1.html

Call setup page for subsequent callers

Subsequent callers see this html form if they click the preferences link. Subsequent callers do not see this html form if the web developer configures the do_setup parameter so that callers must enter their calling preferences each time.

CALL_SETUP.html

Voice button unavailable message

Callers see this message if they click the voice button while Business Communications Manager 2.5 is not operational.
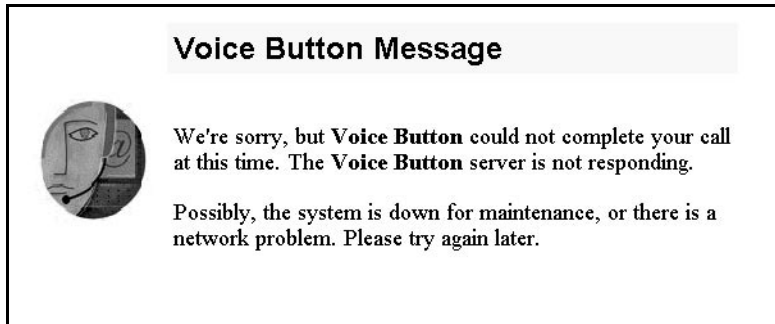
MSG.html

No agents logged on message

Callers see this message if there are no Multimedia Call Center agents logged on.
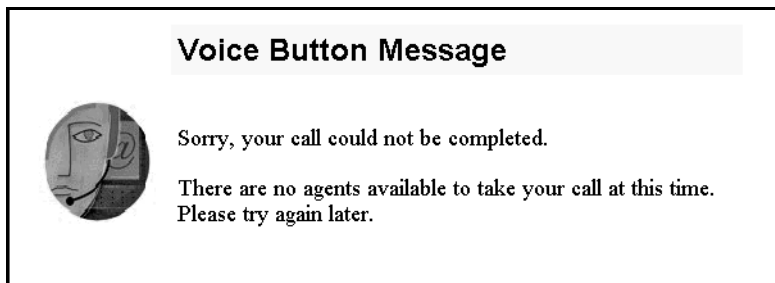
MSG.html

Bad calling preferences message

Callers see this message if the phone number they enter in the call setup page is improperly formatted, or if Multimedia Call Center does not provide service to their calling area.
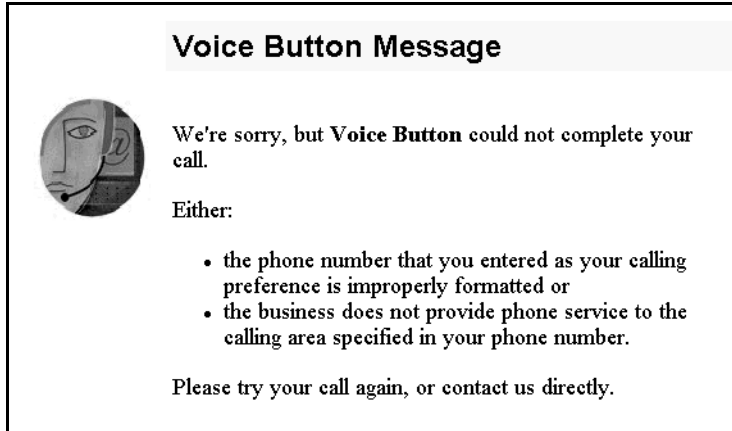
MSG.html

Choose how to connect message

Callers see this message if they do not specify their connection preferences in the call setup page.
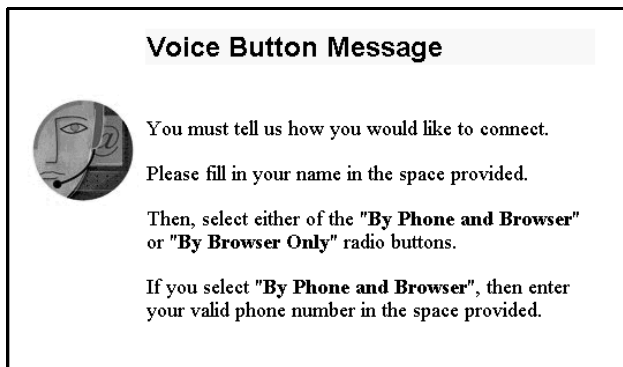
MSG.html

Web refresh message

Callers see this message while they are waiting for a Multimedia Call Center agent to become available. You or your web developer can create variations of this message to assure callers that their call is important, and all agents are still busy.
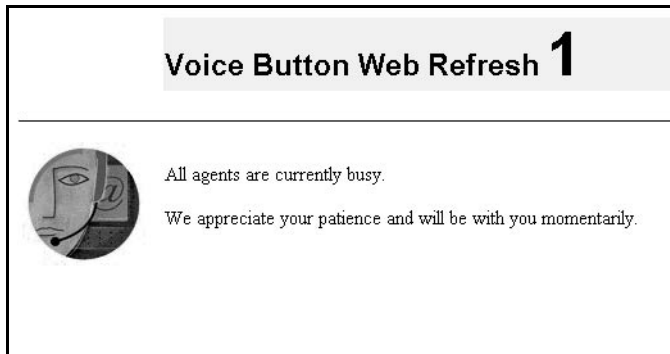
REFRESH.html

Session completed message

Callers see this message after they click the Hangup button on the voice button caller interface.
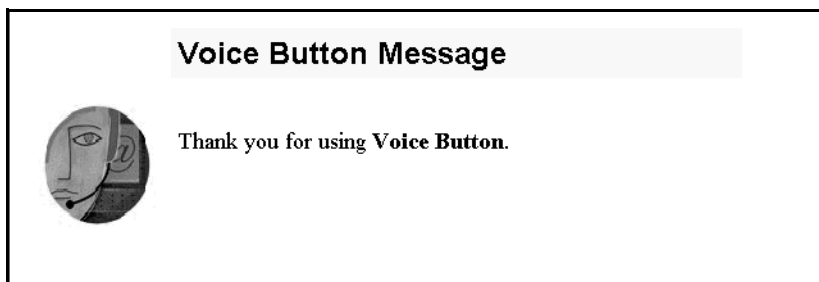
MSG.html

User busy message

Callers see this message if their call cannot be completed because their phone line is busy.
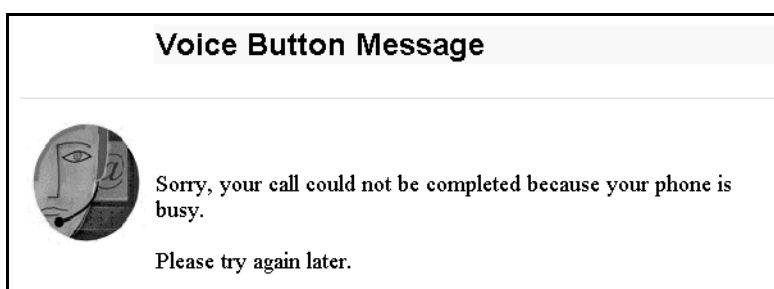
MSG.html

Server busy message

Callers see this message if their call cannot be completed because Business Communications Manager 2.5 has no available phone lines. Set the Maximum Outcalling Channels to more than one so that phone lines are available. For more information refer to "Setting the Maximum Outcalling Channels" on page 23.

Voice Button Message

Sorry, your call could not be completed. All Voice Button lines are currently busy.

Please try again later.
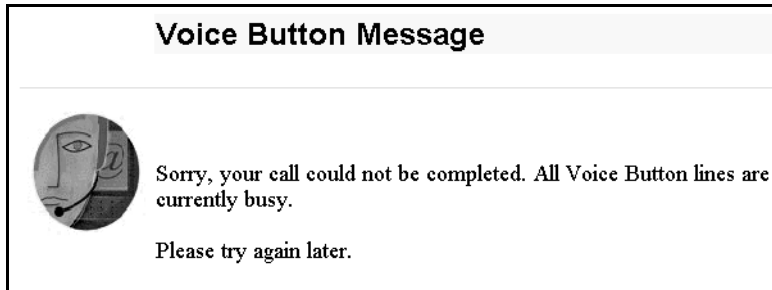
MSG.html

Make call failed message

Callers see this message if their call cannot be connected because there is a problem with the voice button server**.**

Voice Button Message

Sorry, your call could not be completed.

A technical problem has occurred on your system. Please contact us using another method.
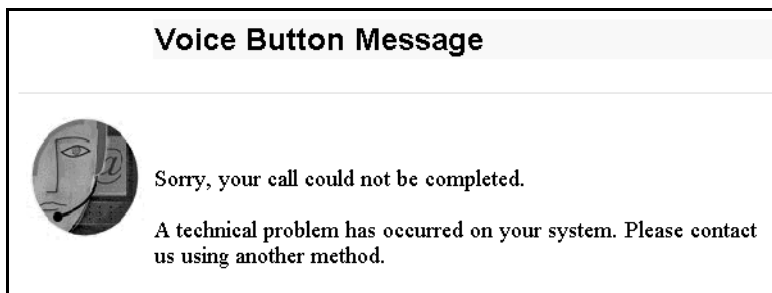
MSG.html

Preferences message

Callers see this message after they enter their calling preferences in the call setup page.

Voice Button Message

Your calling preferences have been saved.
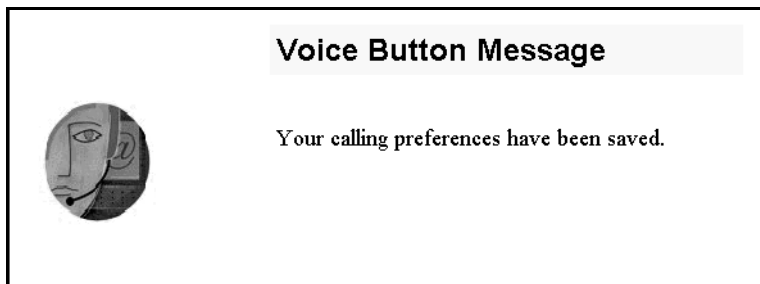
MSG.html

No answer message

Callers see this message if they do not answer their phone.

Voice Button Message

Sorry, your call could not be completed because you did not answer your phone.

If your phone did not ring, please check your calling preferences and try again.
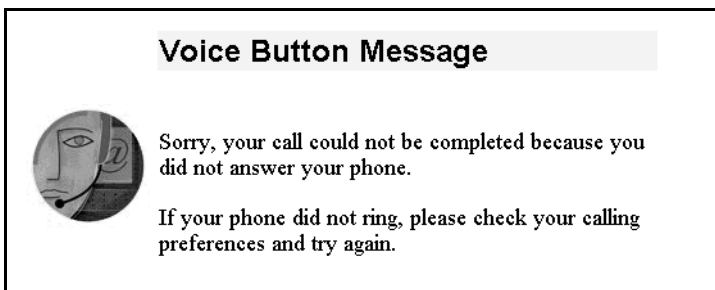
MSG.html

Recording Multimedia Call Center announcements

When you record announcements for Multimedia Call Center, record announcements that correspond to the web refresh messages. This way, callers hear a voice announcement while they view a related message.

You record Call Center messages using CallPilot Manager. For information on recording Call Center announcements see the *Call Center Set Up and Operation Guide*.

Customizing web pages

You or your web developer can customize web pages and upload them to Business Communications Manager 2.5. You can customize the default Multimedia Call Center web pages or create your own.

| → | **Note:** Do not directly edit web pages.

Do not change the location of the Multimedia Call Center default files on Business Communications Manager 2.5. |

To customize web pages

1 In your browser, open the URL that contains the default file you want to customize.

2 View the source code for the web page:

- if you use Internet Explorer, on the **View** menu click **Source**.
  The source code for the page appears in a Notepad window.
- if you use Netscape Navigator, on the **View** menu click **Page Source**.
  The source code for the page appears in a Netscape window. Copy and paste the code to a Notepad window.

3 On the **File** menu click **Save As**.
The Save As dialog box appears.

4 Save the file to a directory on your computer.
Do not change the name of the file.

5 Customize the file.

6 Upload the customized files to Business Communications Manager 2.5 using the procedure in .

An overview of customizing a page

This is an example of customizing an MSG.html file for the ABC Computer Company:

1 Download the MSG.html template from Business Communications Manager 2.5 to your desktop using your browser's View Source functionality.

2 Customize the MSG.html file.

3 Save the new customized file in your local directory. Save the new file with a new name, such as acme_msg.html.

4 Log on to Business Communications Manager 2.5 using the ABC Computer Company name and password.

5 Upload the file.

Uploading web pages
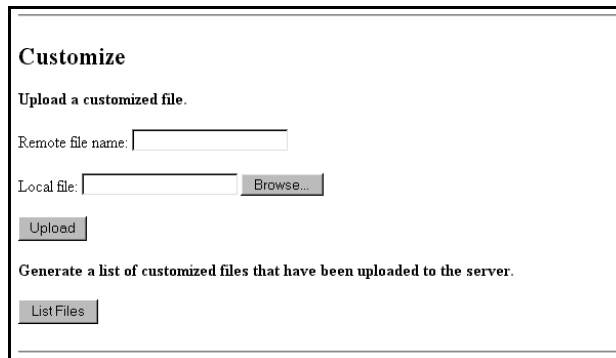
You can upload customized web pages from a computer to Business Communications Manager 2.5, or view a list of the customized files that are on Business Communications Manager 2.5.

To upload customized files

1 Point your web browser to the URL
http://voicebutton.<domain>:6800
where <domain> is the domain name of Business Communications Manager 2.5.
The Business Communications Manager 2.5 Unified Manager screen appears.

2 Click the **Configure** button.
The Login screen appears.

3 In the **User ID** box type your user ID.
The default user ID is *supervisor*.

4 In the **Password** box type your password.
The default password is *visor*.

5 Click the **Login** button.
The Unified Manager screen appears.

6 Click the **Services** key.

7 Click the **Voice Button** heading.

8 On the **Tools** menu click **Voice Button Admin**.
The Enter Network Password dialog box appears.
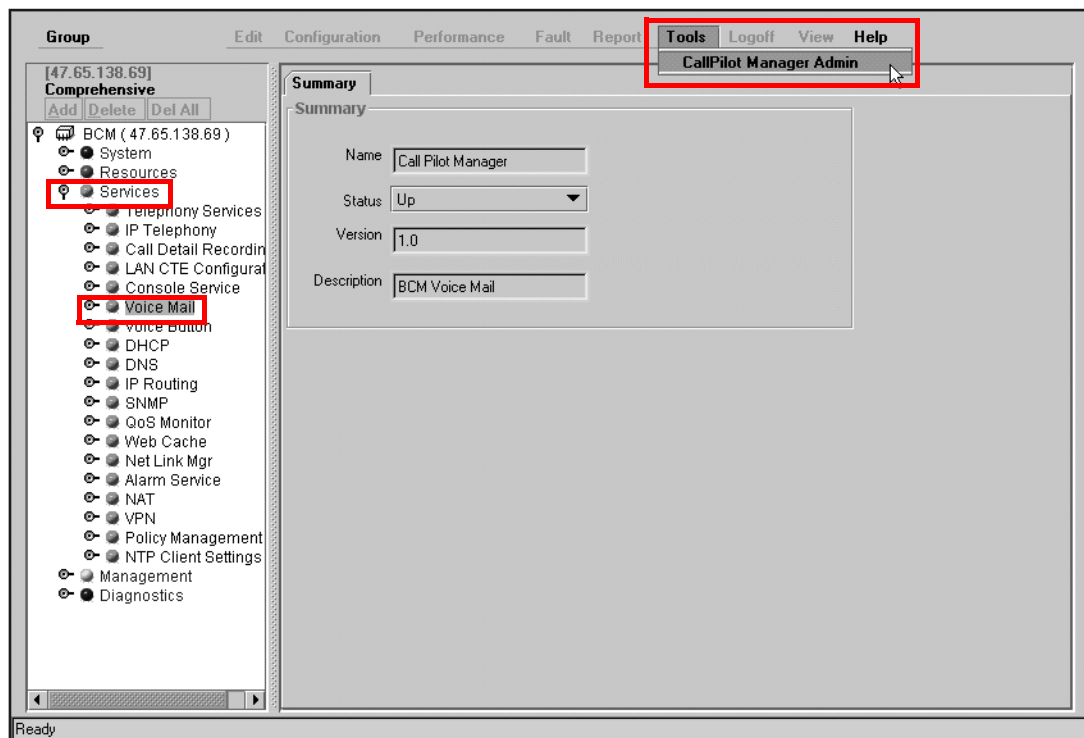
9 In the **User Name** box type your user name.
The default user name is *supervisor*.

10 In the **Password** box type your password.
The default password is *visor*.

11 Click the **OK** button.
The System Administration page appears.

Customize

Upload a customized file.

Remote file name: _____

Local file: _____ Browse...

Upload

Generate a list of customized files that have been uploaded to the server.

List Files

12 Under the **Customize** heading:

- if you want to view a list of the files that are uploaded, click the **List Files** button to generate a list of the files that are uploaded to Business Communications Manager 2.5. The list appears in a new browser page

  or

- if you want to upload customized msg.html, call_setup.html, call_setup1.html, launch_monitor.html or refresh.html pages:

  — In the **Remote File name** box enter the name of the file, for example, launch_monitor.html.

  — Click the **Browse** button and browse to the location of the file you customized, for example, acme_hours.html.

  — Click the **Upload** button.

Creating and distributing web page lists

You or your web developer can create bookmarked lists of web pages that agents can push to callers.

After you create a web page list, export it in a shared directory on your network and notify the Multimedia Call Center agents to import the list.

> **Note:** You must use Internet Explorer for the web page lists you create and distribute. Netscape is not supported.

To create a list of web pages

1 In your browser, create a folder for the new list of web pages. Create a folder name that is easy to identify.

2 Browse to the pages you want to bookmark.

3 Bookmark each page, and save each bookmark in the folder you created.

4 To start the Import/Export Wizard, on the **File** menu click **Import and Export**.

5 Save the folder you created to a network drive.

6 Send an email to the agents that they should import the new folder into their Favorites. In your email tell the Multimedia Call Center agents where the web page list is located on the network. Be sure to include the location of the folder in your message. You can set up an address list of agents so you can notify all the agents with one email.

Whenever you create or update a web page list, notify the agents to copy the list to their computer.

Chapter 5
Viewing reports, active calls and log files

This chapter is about how to generate Multimedia Call Center reports and log files, and how to monitor active calls.

About Multimedia Call Center reports

There are four reports you can generate that show the Multimedia Call Center activity on Business Communications Manager 2.5:

Report	Contains
Summary call report - all calls	a summary of call statistics over a specified time
Summary call report by skillset	a summary of call statistics for all skillsets over a specified time
Detail call report - all calls	a detailed list of all calls made over a specified time
Detail call report by skillset	a detailed list of all calls made by all skillsets over a specified time

➡ **Note:** Active calls and calls waiting in skillsets are not included in reports.

To see all calls, including Multimedia Call Center calls waiting in skillsets, press ⌨ 9 0 9 on a Business Communications Series terminal.

Browser Only calls are not shown when you use ⌨ 9 0 9 .

Summary call report - all calls

The Summary call report for all calls shows:

- total number of Multimedia Call Center calls completed
- total number of text calls completed
- total number of calls ("transactions")
- total time of all calls
- average time per call

An example of a Summary call report for all calls

Nortel Networks Multimedia Call Center

Voice Button Call Statistics

Report run on Thu Oct 18 11:33:41 2001

From **Mon Oct 15 00:00:00 2001** to **Wed Oct 17 23:59:59 2001**.

Total calls = 39, text calls = 11
Total time = 2 hrs, 39 mins, 36 secs
Average time per call = 3 mins, 11 secs

Summary call report by skillset

The Summary call report by skillset shows the information in the Summary call report for all calls, and the information by skillset.

An example of a Summary call report by skillset

Nortel Networks Multimedia Call Center

Voice Button Call Statistics

Report run on Thu Oct 18 11:32:11 2001

From **Mon Oct 15 00:00:00 2001** to **Wed Oct 17 23:59:59 2001**.

Total calls = 39, text calls = 11
Total time = 2 hrs, 39 mins, 36 secs
Average time per call = 3 mins, 11 secs

Skillset: **skset01**
  Calls = 39, text calls = 11
  Time = 2 hrs, 39 mins, 36 secs
  Average time per call = 3 mins, 11 secs

Detail call report - all calls

The Detail call report for all calls shows the information in the Summary call report for all calls, and a detailed list of each call completed during the time period of the report. For each call, the report shows:

*   Time - the time and date the call started
*   Duration - the duration of the call
*   Request from - the caller's phone number
*   Received by - the agent's phone number
*   Group - the skillset

An example of a Detail call report for all calls

Nortel Networks Multimedia Call Center

Voice Button Call Statistics

Report run on Thu Oct 18 11:34:17 2001

From **Mon Oct 15 00:00:00 2001** to **Wed Oct 17 23:59:59 2001**.

Total calls = 39, text calls = 11
Total time = 2 hrs, 39 mins, 36 secs
Average time per call = 3 mins, 11 secs

Time	Duration	Group	Request From	Received By
Mon Oct 15 16:18:11 2001	9 mins, 30 secs	skset01	TEXT	2
Mon Oct 15 17:13:59 2001	1 mins, 51 secs	skset01	TEXT	2
Mon Oct 15 17:19:33 2001	8 mins, 46 secs	skset01	4123	10
Mon Oct 15 17:30:13 2001	1 mins, 4 secs	skset01	4123	2
Tue Oct 16 10:18:35 2001	11 secs	skset01	4123	10
Tue Oct 16 11:08:06 2001	9 secs	skset01	4123	10
Tue Oct 16 11:09:33 2001	42 secs	skset01	4123	1
Tue Oct 16 11:17:13 2001	2 mins, 7 secs	skset01	4123	2
Tue Oct 16 11:20:31 2001	10 secs	skset01	4123	10
Tue Oct 16 11:22:57 2001	32 secs	skset01	4123	1
Tue Oct 16 12:41:30 2001	53 secs	skset01	4123	2
Tue Oct 16 12:43:17 2001	13 secs	skset01	4123	1
Tue Oct 16 13:01:56 2001	29 secs	skset01	4123	2
Tue Oct 16 13:13:06 2001	51 secs	skset01	4123	2
Tue Oct 16 17:00:21 2001	1 mins, 34 secs	skset01	4123	1
Tue Oct 16 17:08:31 2001	24 secs	skset01	4123	2

Detail call report by skillset

The Detail call report by skillset shows the information in the Detail call report for all calls and summarizes the information by skillset.

Example of a Detail call report by skillset

Nortel Networks Multimedia Call Center

Voice Button Call Statistics

Report run on Thu Oct 18 11:34:52 2001

From **Mon Oct 15 00:00:00 2001** to **Wed Oct 17 23:59:59 2001**.

Total calls = 39, text calls = 11
Total time = 2 hrs, 39 mins, 36 secs
Average time per call = 3 mins, 11 secs

Skillset: **skset01**
 Calls = 39, text calls = 11
 Time = 2 hrs, 39 mins, 36 secs
 Average time per call = 3 mins, 11 secs

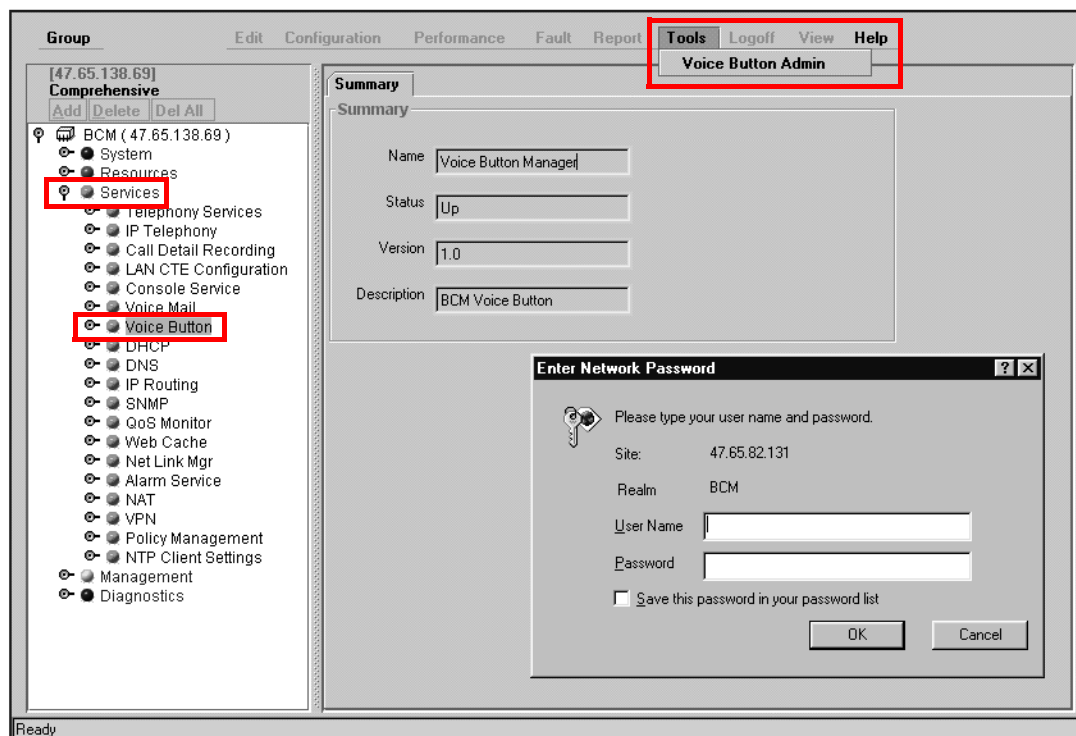| Time	Duration	Group	Request From	Received By
Mon Oct 15 16:18:11 2001	9 mins, 30 secs	skset01	TEXT	2
Mon Oct 15 17:13:59 2001	1 mins, 51 secs	skset01	TEXT	2
Mon Oct 15 17:19:33 2001	8 mins, 46 secs	skset01	4123	10
Mon Oct 15 17:30:13 2001	1 mins, 4 secs	skset01	4123	2
Tue Oct 16 10:18:35 2001	11 secs	skset01	4123	10
Tue Oct 16 11:08:06 2001	9 secs	skset01	4123	10
Tue Oct 16 11:09:33 2001	42 secs	skset01	4123	1
Tue Oct 16 11:17:13 2001	2 mins, 7 secs	skset01	4123	2
Tue Oct 16 11:20:31 2001	10 secs	skset01	4123	10
Tue Oct 16 11:22:57 2001	32 secs	skset01	4123	1
Tue Oct 16 12:41:30 2001	53 secs	skset01	4123	2

Generating Multimedia Call Center reports

→ **Note:** Generating reports can put an additional load on Business Communications Manager 2.5. Avoid generating reports during periods of peak activity. If possible, generate reports after hours.

To generate a Multimedia Call Center report

1 Point your web browser to the URL
http://voicebutton.<domain>:6800
where <domain> is the domain name of Business Communications Manager 2.5.
The Business Communications Manager 2.5 Unified Manager screen appears.

2 Click the **Configure** button.
The Login screen appears.

3 In the **User ID** box type your user ID.
The default user ID is *supervisor*.

4 In the **Password** box type your password.
The default password is *visor*.

5 Click the **Login** button.
The Unified Manager screen appears.

6 Click the **Services** key.

7 Click the **Voice Button** heading.
The Voice Button screen appears.

8 On the **Tools** menu click **Voice Button Admin**.
The Enter Network Password dialog box appears.

9 In the **User Name** box type your user name.
The default user name is *supervisor*.

10 In the **Password** box type your password.
The default password is *visor*.

11 Click the **OK** button.
The System Administration page appears.

12 Under the **Reporting** heading, select the type of report you want to generate:

- Summary Call Report - All Calls

- Detail Call Report - All Calls

- Summary Call Report By Skillset
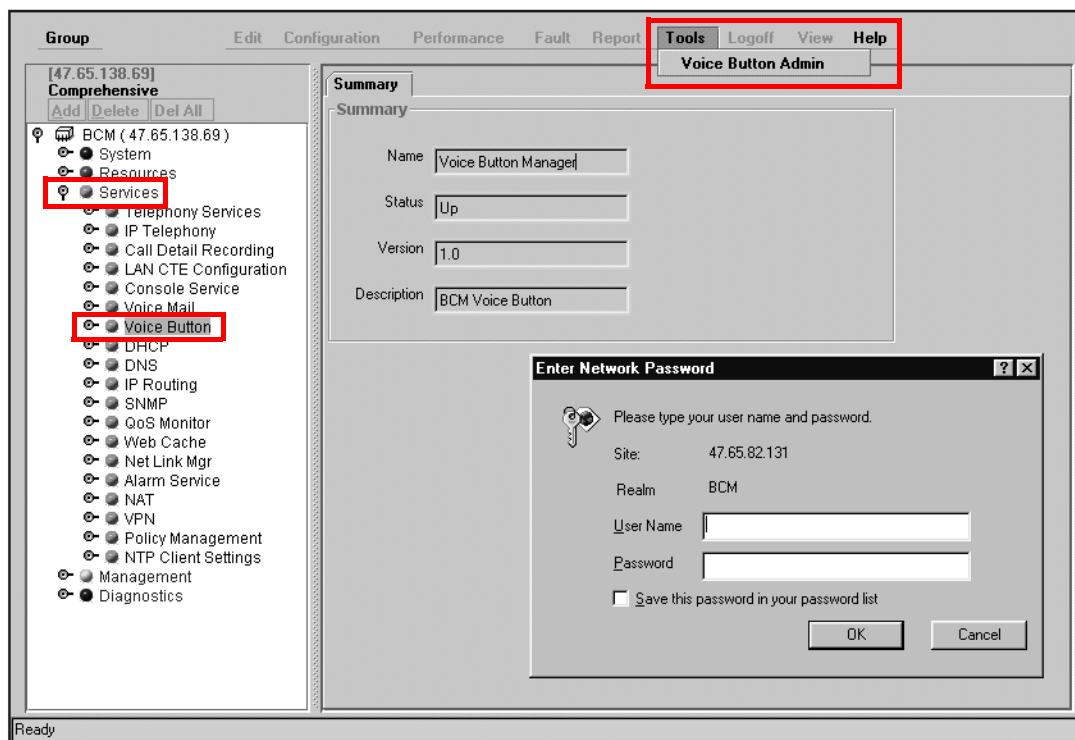
- Detail Call Report By Skillset

13 From the **View Report** list box, select the time period for the report:

- **today** - includes calls completed on the current day up to the time the report is generated

- **current reporting period** - includes calls made since the last time the reporting period
  was archived

14 Press the **View Report** button to generate the report.

15 If you want to archive the file used to generate the reports, click the **Archive Reporting**
button. A message appears that asks you to confirm your request. Click the **OK** button.
The report is stored in BCM/Program Files/Nortel Networks/Voice Button/System.

Monitoring active calls

You can monitor active Multimedia Call Center calls.

To monitor active calls

1 Point your web browser to the URL
http://voicebutton.<domain>:6800
where <domain> is the domain name of Business Communications Manager 2.5.
The Business Communications Manager 2.5 Unified Manager screen appears.

2 Click the **Configure** button.
The Login screen appears.

3 In the **User ID** box type your user ID.
The default user ID is *supervisor*.

4 In the **Password** box type your password.
The default password is *visor*.

5 Click the **Login** button.
The Unified Manager screen appears.

6 Click the **Services** key.

7 Click the **Voice Button** heading.
The Voice Button screen appears.

8 On the **Tools** menu click **Voice Button Admin**.
The Enter Network Password dialog box appears.

9 In the **User Name** box type your user name.
The default user name is *supervisor*.

10 In the **Password** box type your password.
The default password is *visor*.

11 Click the **OK** button.
The System Administration page appears.

12 Under the **Reporting** heading, click the **Active Calls** button.
A report of all the currently active Multimedia Call Center calls appears in a separate window.

Nortel Networks Internet Voice Button

Voice Button Call Monitor

Active calls @ Thu Oct 18 14:07:32 2001

Duration	Group	Request From	Received By	Call ID
26 secs	skset01	TEXT	10	503398908
Ringing...	skset01	4123	4123	503398909

Viewing log files

Log files are automatically generated daily by Multimedia Call Center. You can use log files to diagnose system problems. The log files include all activity that occurs with its CGI interface and its telephony server.

Multimedia Call Center Log files are generated in C:\Program Files\Nortel Networks\Voice Button\logs.

The logs are named:

- cgilog_YYYY_MM_DD.txt: log file of CGI activity
- nslog_YYYY_MM_DD.txt: log file of NSACD service
- vwlog_YYYY_MM_DD.txt: log file of VBServer service

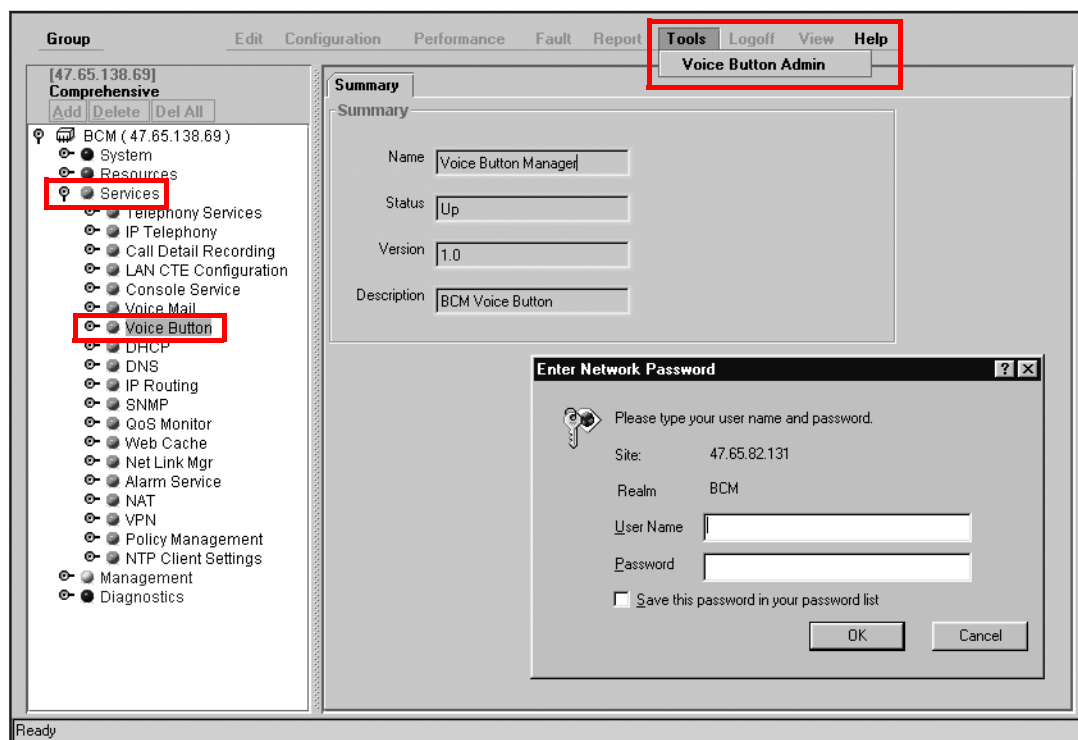where YYYY is a 4-digit year
MM is a 1- or 2-digit month
DD is a 1- or 2-digit day

The Call Center log file is generated in D:\st\stlog.out.

To view a log file

1   Point your web browser to the URL
    http://voicebutton.<domain>:6800
    where <domain> is the domain name of Business Communications Manager 2.5.
    The Business Communications Manager 2.5 Unified Manager screen appears.

2   Click the **Configure** button.
    The Login screen appears.

3   In the **User ID** box type your user ID.
    The default user ID is *supervisor*.

4   In the **Password** box type your password.
    The default password is *visor*.

5   Click the **Login** button.
    The Unified Manager screen appears.

6   Click the **Services** key.

7 Click the **Voice Button** heading.
The Voice Button screen appears.

8 On the **Tools** menu click **Voice Button Admin**.
The Enter Network Password dialog box appears.

9 In the **User Name** box type your user name.
The default user name is *supervisor*.

10 In the **Password** box type your password.
The default password is *visor*.

11 Click the **OK** button.
The System Administration page appears.

12 Click the **Examine Logs** button.
The Examine Logs screen appears.

Examine Logs

"View log" will display a system log file. "Analyze log" will summarize key information from several types of logs. Choose the log file to view or analyze.

View Log   Analyze Log   cgilog_2001_10_14.txt ▾

13 Select the log file you want to view:

- Click the **view log** button to view the log you select.

- Click the **analyze log** button to see a summary for the log you select.

14 If you want to archive the log and reset the statistics, click the **archive reporting** button.
A message appears that asks you to confirm the reset.

15 Click the **OK** button.

Index

A

Adding
multiple agents to Call Center   33

Agent
Accepted Call Types   34
adding multiple agents to Call Center   33
server settings   37
software, installing   35

Agents
about   29
adding to Call Center   30
enabling   29

Announcements
about   39
Call Center   46
recording   46

B

Bookmarks
creating and distributing   50
exporting   50

C

Call Center
adding multiple agents   33

Call types
agent-centric   8, 28
caller-centric   8
voice and data   8

Caller preferences
Call Setup page   6

CallPilot Manager
browser requirements   10
computer requirements   10
system requirements   10

D

Detail call report (all calls)   53
Detail call report (by skillset)   54

Dial plan
about   26
creating   26
restrictions   26

F

Favorites
creating and distributing   50
exporting   50

I

IP address   37

L

Log files
about   59

M

Messages
announcements   46
busy phone line   44
Call Setup page   40, 41
caller preferences improperly formatted   43
choose how to connect   43
customizing   47
first-time callers   40
no agents logged on   42
no answer   46
no available phone lines   45
off-hours, customizing   47
saved preferences   46
server busy   45
server down   42, 45
session completed   44
subsequent callers   41
template locations   39
uploading   48
user busy   44
waiting in a skillset   44
web refresh   44

Multimedia Call Center
agent   37
agent interface   7
agent software   35
agents   29, 30
Call Setup page   6
call types   8
caller interface   6
dial plan   26
installing   13
IP address   37
overview   5